



Talk With Confidence



Voice Carry-Over

Voice Carry-Over (VCO) is a service that enables a hard-of-hearing or deaf user to speak directly to the hearing person.

When a hearing person speaks to the VCO user, the relay operator will serve as his/her "ears" and type everything said that will appear on a TTY or text display equipment.

7•1•1

877•564•2481

nebraskarelay.com/vco

How to Make a VCO Phone Call:



VCO user talks to voice user directly.

Voice user talks to VCO user while the relay operator types voice user's message.

1 2
3 4



After VCO user says, "Go Ahead", it is voice user's turn to respond.

VCO user reads the message on the TTY or text display equipment.

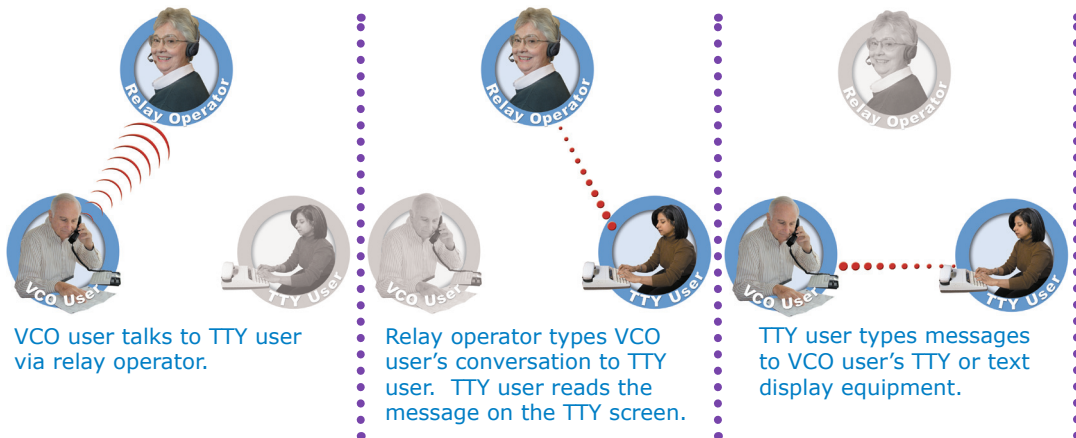




The relay operator specializes in all types of Voice Carry-Over calls, such as VCO Direct, VCO to TTY, VCO to VCO, or Two-Line VCO. With this service, you no longer have to specify your call type to the operator.

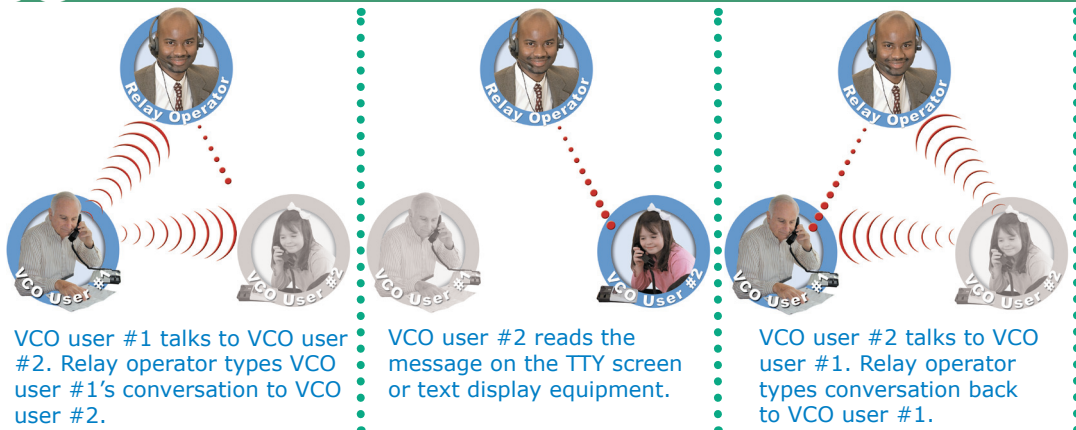
VCO to TTY

The relay operator will type what the Voice Carry-Over user says to the TTY User. The message that the TTY user types will go directly to the VCO user's TTY or text display equipment.



VCO to VCO

The relay operator will serve as both Voice Carry-Over users' "ears" and type what the other person says. This is for people who have a VCO phone without a text display equipment or don't wish to type.

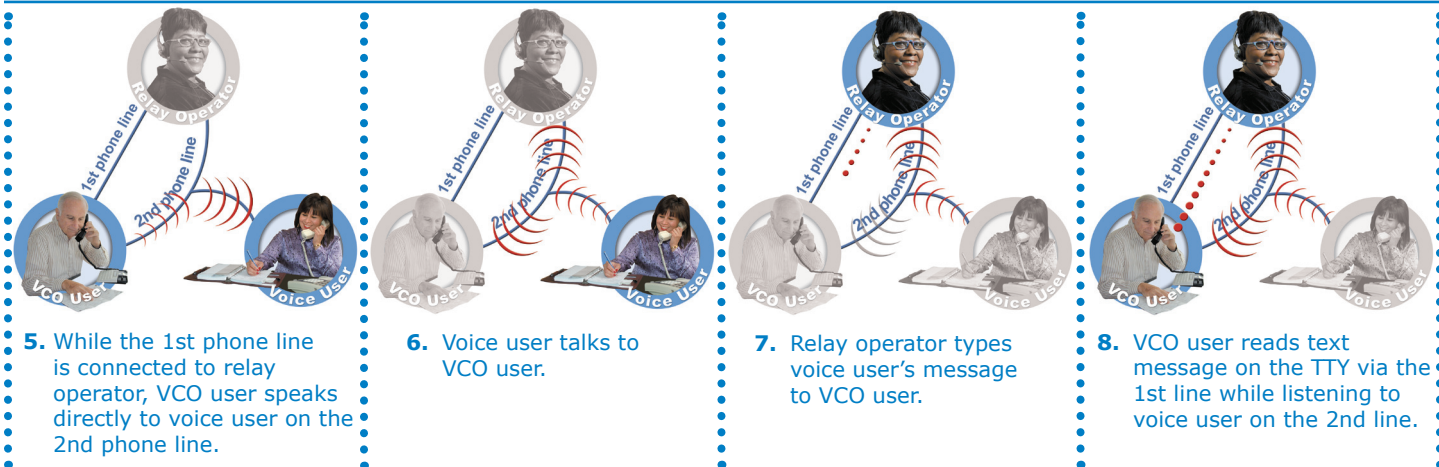


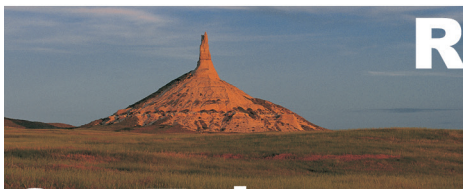
Two-Line Voice Carry-Over

Two-line VCO allows a deaf or hard-of-hearing person with two telephone lines to use one line for speaking directly to a hearing person while the second line is used to receive the hearing person's typed responses.

How to Make a Two-Line VCO Phone Call:

1. Dial the Nebraska Relay number on line #1 and type, "TWO LINE VCO PLS CALL ME BACK ON (provide VCO user's telephone number on line #2)".
2. The relay operator will call VCO user back on line #2. Pick up the line #2 phone and then press the flash button or switch-hook to obtain a second dial tone.
3. Dial voice user's number.
4. Press the flash button or switch-hook to reconnect the operator to being VCO user's conversation.





Read, Listen, and Talk

CapTel®

CapTel users place a call in the same way they would when using a traditional phone by dialing the number directly. The CapTel phone automatically connects to Nebraska's captioning relay service as you dial on a one or two-line phone.

When the other person speaks, you can hear his/her voice and also read the spoken comments on your CapTel phone display screen.

CapTel is an acronym for captioned telephone.



For CapTel Callers: **Dial the person you are calling directly**

For Hearing Callers:
877•243•2823

nebraskarelay.com/captel

How to Make a CapTel Phone Call:



As CapTel user dials, the phone automatically connects to a captioning service. CapTel user talks directly to voice user.

CapTel operator captions/transcribes voice user's message into text by using voice-recognition technology.



1 2
3 4



Voice user talks to CapTel user.

CapTel user listens and reads voice user's conversation on the CapTel phone.



NOTE: CapTel users are responsible for their own long-distance charges. However, there is no charge for using the CapTel service. To purchase a CapTel, go to www.captel.com/availability/NE.php



WebCapTel®

WebCapTel is a service that allows a who prefers to speak on the phone to read the spoken comments on a web browser during the call and be able to use any kind of phone to hear the voice from the other person.

A WebCapTel user would place and receive calls while logged on the Internet:
www.sprintcaptel.com



For WebCapTel Callers:
www.sprintcaptel.com

For Hearing Callers:
800•933•7219

nebraskarelay.com/webcaptel

How to Make a WebCapTel Phone Call:



WebCapTel user speaks directly to Voice user on the telephone.



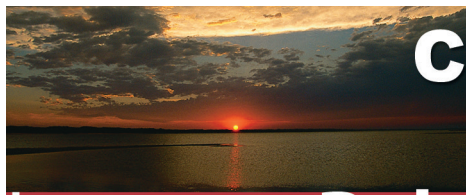
Voice user speaks directly to WebCapTel user.

1 2
3 4

The Sprint Captioned Telephone operator transcribes Voice user's spoken message into text (captions) using voice-recognition technology.

WebCapTel user listens to Voice user on the telephone while reading captions of the conversation on a display screen.





Connect Beyond Boundaries

Internet Relay



www.sprintip.com



Sprint IP Relay is a free service offered to deaf and hard-of-hearing individuals. This service allows them to place relay calls over the Internet via their computer or laptop. Per FCC regulations, international calls are not allowed. International calls will either be blocked or terminated.

IMPORTANT:

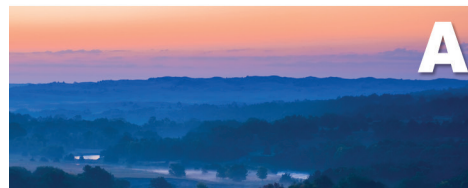
Users are required to register a 10-digit phone number at mysprintrelay.com. Without the 10-digit number, you will not be able to make or receive Internet Relay calls.

Registration is not required when making emergency 911 calls.

How to Make an Internet Relay Call:

1. Connect at: www.sprintip.com
 2. Type in the phone number you wish to call.
 3. Click on the yellow "Call Now" button.
- 
4. The relay operator will dial the number.
 5. The relay operator will relay the conversation to and from your computer/laptop.
 6. Type "GA" at the end of each message.
 7. When you finish the conversation, type "SK".
 8. Click on the gray "Disconnect" button on the upper left of the screen.
- 
9. The message "Your call has been disconnected. Thank you for using Sprintip.com" appears on the screen letting you know that the call has been disconnected.





Anytime, Anywhere, Anyhow

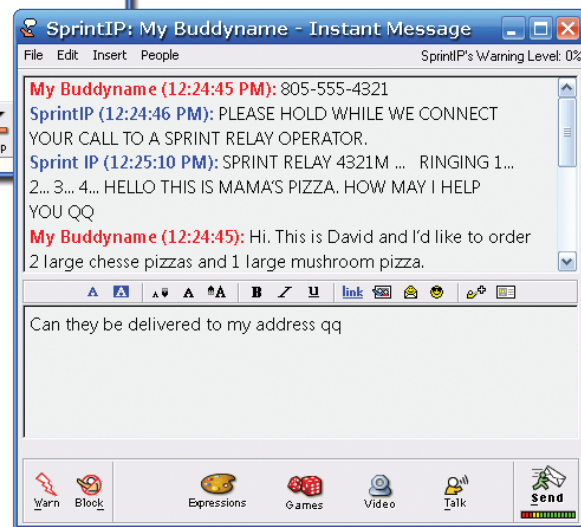
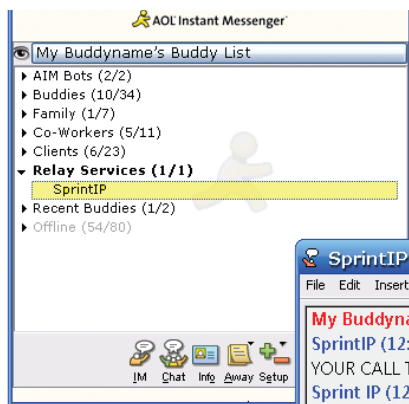
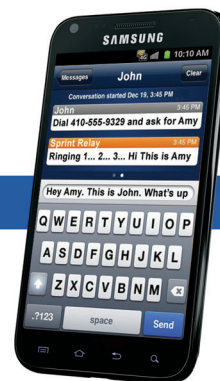
Instant Message Relay

You can place and receive Instant Message Relay calls from your wireless device (i.e.; BlackBerry or smartphone) or any computer (Windows-based or Mac) using AOL Instant Messenger® (AIM), or Google Talk® (GTalk).

Back and forth communication takes place in a snap and you have only your fingertips to slow you down.

IMPORTANT:

Users are required to register a 10-digit phone number at mysprintrelay.com. Without the 10-digit number, you will not be able to make or receive Instant Message Relay calls.



How Does IM Relay Work:

- Add to your Contact List:
 - AIM: **SprintIP**
 - GTalk: **SprintIPRelay**
- Type **Espanol** to connect with a Spanish-language relay operator.
- Type **Help** to connect with Sprint Relay Customer Service.
- Type **M** for Menu.



TTY Payphone

The Federal Communications Commission (FCC) issued an order of access to relay services through public payphones.

The order states that:

- All local calls from TTY payphones are free of charge.
- Toll calls can be billed through calling cards and prepaid cards.

TTY users who wish to use a coin TTY payphone can use Nebraska Relay to assist in connecting calls. There are several ways to bill non-local calls:

- Collect
- Third party
- Calling card
- Prepaid card

7•1•1

800•833•7352

Answering Machine Retrieval

The TTY user can request the relay operator to **retrieve voice messages** from the answering machine.

Nebraska Relay **DOES NOT** enter a "CALL TO" number.

1. Place your phone handset on the speaker part of the answering machine until all messages have been retrieved.
2. Place the phone handset back on the TTY and type "GA."
3. Relay operator will type your messages.

7•1•1

800•833•7352

900 Services

Nebraska Relay provides a **toll-free 900 number** that connects relay callers to any 900 or 800 Pay-Per-Call service.

NOTE:

The caller is responsible for direct billing.

How to Make 900 Phone Call:

1. Relay users dial a separate toll-free 900 number to connect with Nebraska Relay.
2. Relay operator will dial the requested outbound 900 or 800 Pay-Per-Call service number.
3. Upon connection to the 900 number, billing procedures will begin.

900•230•3434

NOTE:

Billing procedures may apply differently depending upon the pay-per-call service called.

For further assistance with 900 calls, call Nebraska Relay 24-hour Customer Service at 800-676-3777 (TTY/Voice)

Directory Assistance

Nebraska Relay will relay **Directory Assistance (DA)** calls between TTY users and the Local Exchange Carrier (LEC) DA operator. Once the caller makes the request, the relay operator

will contact the appropriate LEC DA operator. After obtaining the number, the caller may choose to place the call through Nebraska Relay or dial directly from TTY to TTY.

International Calls

Nebraska Relay allows you to place and receive calls to and from **anywhere in the world** (using English or Spanish).

Callers from a country outside the United States may also access Sprint Relay via 605-224-1837.

605•224•1837

Computer users can access Nebraska Relay directly. **ASCII Split Screen** is designed to allow high-speed ASCII computer users and relay operators to type their conversations which can be viewed on split windows. ASCII users and voice users can interrupt the relay operator if needed.

If your computer has 1200 Baud or up, use these settings:

- 8 Bits
- No Parity
- 1 Stop Bit
- Full Duplex

If your computer has 300 Baud or below, use these setting:

- 8 Bits
- No Parity
- 1 Stop Bit
- Half Duplex

7•1•1

1•800•833•7352

1•888•696•0629 (Fast ASCII)



Telecommunications Equipment Program

Nebraska Specialized Telecommunications Equipment Program (NSTEP) is a program that provides free equipment for Nebraska residents with qualifying disabilities that interfere with the use of the telephone. Individuals who are experiencing difficulty using their current telephone equipment are encouraged to apply to receive assistive equipment through the Nebraska Specialized Telecommunications Equipment Program.

www.nebraskarelay.com/nstep

What Type of Equipment is Available?

The program provides a range of assistive telephone equipment, including:

- amplified telephones
- TTYs
- captioned telephones
- videophones
- wireless call phones
- alerting devices



Who is Eligible for the Program?

Nebraska residents who have phone service in their home and a certified disability that causes difficulty using a standard telephone are qualified.

Training and equipment installation is provided at no charge.

To find out whether you are eligible or for more information, go to www.psc.state.ne.us/home/NPSC/equipment/equip.html



Nebraska Relay

www.nebraskarelay.com

Voice Caller	7-1-1 or 800-833-0920
TTY/TeleBraille Caller	7-1-1 or 800-833-7352
Voice Carry-Over	7-1-1 or 877-564-2481
Hearing Carry-Over	7-1-1 or 800-833-7352
Speech-to-Speech	7-1-1 or 888-272-5527
Spanish-to-Spanish	7-1-1 or 888-272-5528
Spanish-to-English	7-1-1 or 877-564-3503



For more information:
www.nebraskarelay.com



	TTY Users	7-1-1 800-833-7352 For more information: www.nebraskarelay.com/tty
	Hearing Users	7-1-1 800-833-0920 For more information: www.nebraskarelay.com/voice
	TeleBraille Relay	7-1-1 800-833-7352 For more information: www.nebraskarelay.com/telebraille
	Spanish Relay	7-1-1 888-272-5528 (Spanish-to-Spanish) 877-564-3503 (Spanish-to-English) For more information: www.nebraskarelay.com/spanish
	Voice Carry-Over (VCO)	7-1-1 877-564-2481 For more information: www.nebraskarelay.com/vco
	Hearing Carry-Over (HCO)	7-1-1 800-833-7352 For more information: www.nebraskarelay.com/hco
	Speech-to-Speech (STS)	7-1-1 888-272-5527 877-787-1989 (Customer Service for STS only) For more information: www.nebraskarelay.com/sts
	Internet Relay	www.sprintip.com For more information: www.nebraskarelay.com/iprelay
	CapTel®	For CapTel Caller: Dial the person you are calling directly For Hearing Callers: 877-243-2823 For more information: www.nebraskarelay.com/captel
	WebCapTel®	For WebCapTel Caller: Login at www.sprintcaptel.com For Hearing Callers: 800-933-7219 For more information: www.nebraskarelay.com/webcaptel
	900 Services	900-230-3434 For more information: www.nebraskarelay.com/900
	Nebraska Relay Customer Service	800-676-3777 (TTY/Voice/ASCII) 800-676-4290 (Español - TTY/Voz/ASCII) Sprint.TRSCustServ@sprint.com (E-mail)

NE Relay Website	www.nebraskarelay.com
Nebraska Relay Customer Service	800-676-3777 (TTY/Voice) 800-676-4290 (Español) Sprint.TRSCustServ@sprint.com (E-mail)
CapTel® Customer Service	888-269-7477 (TTY/Voice) 866-670-9134 (Español) captel@captel.com (E-mail)
Speech-to-Speech Customer Service	877-787-1989

- Cut the card.
- Put in your wallet.
- Use it when you call someone via Nebraska Relay.